

A Portal for Rocket Scientists
Developing a New Internal Home Page for the Jet Propulsion Laboratory

In 1999, a small team at the Jet Propulsion Laboratory set out to create a prototype enterprise information portal for use throughout the National Aeronautics and Space Administration (NASA). May of 2001 saw the first instance of that portal in a limited evaluation release with very positive initial results. Increasing customer demand for new data channels and sub-portals bode well for the product, but full funding and robust operational support remain unresolved issues.

Follow JPL's Knowledge Management Navigation Team as they confront a bewildering market of rapidly evolving commercial software products, survive the dot.com body snatchers, gather and define sometimes conflicting customer requirements, blaze new trails through hostile IT jungles, create new paradigms in software development and deployment, survive Center reorganizations, and escape other perils of a large-scale, multi-vendor COTS integration.